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PATENT
BRENDA 5
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Brenda Pomerance Confirmation: 7218
Filed: April 5, 2000 Art Unit: 2161
Serial No.: 09/543,049 Examiner: J. Hayes
Title: AUTOMATED ALTERNATIVE DISPUTE RESOLUTION

AMENDMENT

RECEIVED

Assistant Commissioner for Patents
Washington, DC 20231

MAR 13 2002

Technology Center 2100

Dear Sir:

In response to the Office Action mailed October 19, 2001, please amend the above-identified application as below:

IN THE SPECIFICATION

Page 4, line 14, change the first instance of "70" to --60--.

Page 5, lines 4-5, change "As described more fully in co-pending application serial no. 09/501,197, customers" to -- Customers--.

Attached at the end of this Amendment are clean pages 4 and 5 incorporating these changes, and versions of pages 4 and 5 marked up to show these changes.

IN THE CLAIMS

Cancel claims 1-45.

Add new claims 46-84 as below.